WIRELESS POCKET TELEPHONE

User Guide

The SpectraLink PTB410 Wireless Pocket Telephone is a lightweight portable phone that works with UCLA Communications Technology Services (CTS) telephone system. The pocket telephone allows users to communicate when traveling through designated service areas on campus. Pocket telephone service is not public cellular service and cannot be used when outside the UCLA service area. A no service message (NO SVC) appears on the telephone display if out of the service area.

CTS offers a variety of pocket telephone services and telephone features, which are accessed via the function (FNC) key.

Single Line Service - one dedicated UCLA telephone number and a set of standard telephone features

Multi-Line Service – one to eight UCLA telephone numbers using Norstar service and a set of standard telephone features

Private Line Service – one dedicated UCLA telephone number using Norstar service and a set of standard telephone features

CTS Training offers a variety of courses, user guides, and reference materials to assist UCLA employees with the communications products and services available from CTS. All CTS courses are offered free of charge.

The CTS Training Help Desk can answer questions you may have regarding how to use the full range of CTS products and services. Contact CTS Training at **54545** or send E-mail to <**training@cts.ucla.edu**>.

For information on features, compatibilities, and prices, please call CTS Customer Service at **53775**.

If you experience telephone trouble, call CTS Repair at **114**.

Introduction

Basic Operation
Keys
Status Indicators
Telephone Tones
Ring Type
Handset Volume

Answering and Placing Calls
Turn Telephone On and Off
Answer Call
Place Call
Hold
Mute Calls

Dialing Instructions
Dialing UCLA Campus and Non-Campus Numbers
Operator Assistance
Emergency Services
Authorization Codes
Caller ID

Pocket Telephone Features
Description
Call Forward
Call Transfer
Three-Way Conference
Last Number Redial

Battery Maintenance
Removing Battery
Charging Battery
Replacing Battery

Tips for Use

Function Key Quick Reference

Keys

PWR
Turns telephone power on and off

START
Answers and places calls

END
Hangs up or ends a function

Display
Shows system and feature indicators

HOLD
Places a call on hold and retrieves a call from hold

FCN
Activates features or modifies settings

VOL
Modifies earpiece volume

LINE
Accesses a line

Control Arrows
Used with display to select menu options

Status Indicators

NO SVC

Indicates no service; you are outside of the service area. Walk back into the service area to place/receive calls.

BATT

Indicates the battery needs to be recharged.

MSG

Indicates messages are waiting in your VoiceNet mailbox.

Telephone Tones

Chirp

Single chirp sound that indicates pocket telephone has been turned on. Double chirp sound indicates pocket telephone has been turned off.

Dial Tone

Continuous tone heard when accessing the pocket telephone line. Indicates that the telephone line is available for use.

Special Dial Tone

Broken dial tone followed by regular dial tone. Indicates a feature has been accessed.

Standard Busy Tone

Regular intermittent tone heard after dialing a number. Indicates the called number is busy (60 tones per minute).

Overflow Busy Tone

Fast busy tone heard after dialing a number. Indicates the called number is invalid or could not be processed (120 tones per minute).

Confirmation Tone

Two short beep tones. Indicates a feature has been activated or deactivated.

Call Waiting Tone

Short tone heard while on a call. Indicates another call is waiting.

Distinctive Ringing

Different ring patterns that indicate a specific type of incoming call.

• **UCLA Campus Call** - two rings (one long ring, one short ring) in quick succession. Indicates an incoming call from another UCLA campus station including Santa Monica UCLA Medical Center.

• **Non-UCLA Campus Call** - two long rings (one long ring, one long ring) approximately five seconds apart. Indicates an incoming call from a non-UCLA campus station including Extended Campus Service (ECS).

Ring Type

The ringing mode can only be changed if the telephone is on and idle (not on a call). The current ring type setting is identified with an asterisk (*). The default setting is Normal.

Normal – standard ring tone
Soft Ring – low volume ring tone
Vibrator Ring – vibrate only
Vibrator/Normal Ring – vibrates and rings (standard ring tone)
Continuous Ring – continuous ringing until answered
Pager Ring – pager style beep tone

Select Ring Type

Press **FCN** key to access feature menu

Press **#** Ring Type displays

Press **0** Telephone Ring displays

Press **0** Normal Ring displays

Press **#** repetitively to view ring types

Press **0** when desired ring type is displayed

Press **END** key to exit

Handset Volume

The handset volume can be adjusted from level 1, being the lowest, to level 8, being the highest. During a call you can select the Volume (**VOL**) key to modify the level from low to high or from high to low. Volume does not adjust the ring volume.

Change Handset Volume

While pocket telephone is idle, press and hold **FCN** key until *Volume Level* appears in display

Press **0** current volume level displays (1-8)

Enter new volume level using telephone keypad

Press **END** to exit

Turn Telephone On and Off

The Pocket Telephone must be on to answer and place calls.

Turn Telephone On

Press and hold **PWR** key until a double chirp tone is heard

Your extension appears on display

NO SVC appears briefly on display

When NO SVC indicator clears, telephone is on and standing by

Turn Telephone Off

Press and hold **PWR** key until a single chirp tone is heard

Display clears; telephone is off and not operational

Answer Call

You must be in a service area to receive incoming calls. If the No Service (*NO SVC*) indicator displays or if you hear static, walk back towards the service area.

Single Line or Private Line Service

Press **START** key; speak to caller

Press **END** key to hang up

Multi-Line Service

View the Display to identify the ringing line number (i.e. Line 1)

Press **START** key; speak to caller

Press **END** key to hang up

Place Call

You must be in a service area to place outbound calls. If the No Service (*NO SVC*) indicator displays or if you hear static, walk back towards the service area.

Single Line or Private Line Service

Press **START** key; you hear dial tone

Dial number; you hear destination ringing

Press **END** key to hang up

Multi-Line Service

Press **START** key; you hear dial tone

Press **LINE** key + line number (i.e. **LINE** + **1**) to select outbound line

Dial number; you hear destination ringing

Press **END** key to hang up

Hold

The Hold key allows you to place a call on hold to privately confer with other colleagues or to answer multiple lines if using Multi-Line Service.

Place Call on Hold

While on a call, press **HOLD** key; you hear confirmation tone

Retrieve Call from Hold

Single Line Service

Press **END** key, then press **START** key; held party returns

Multi-Line or Private Line Service

Press **LINE** key + line number (i.e. **LINE** + **2**); held party returns

Mute Call

The Mute key turns the microphone off for privacy.

Activate Mute

Press **FCN** + **1**; Muted displays

Deactivate Mute

Press **FCN** + **1** again; Muted clears from display

Dailing UCLA Campus and Non-Campus Numbers

CTS telephone service provides station-to- station dialing for the UCLA community. A campus telephone number is identified by the last five digits of its seven-digit telephone number. Telephone services extended to UCLA facilities off campus, called Extended Campus Service (ECS), has a very similar dialing plan to campus service and access to most CTS telephone features.

UCLA telephone numbers are located within the 310 area code and use one of these prefixes:

206 267 312 319 794 825

To identify the full seven-digit number, match the last digit of the prefix to the first digit of the five-digit telephone number. CTS telephone service to Santa Monica-UCLA Medical Center offers campus dialing service (not Extended Campus Service). However, extension numbers ranging from 92000 to 93999 and from 95200 to 95999 cannot be

dialed directly from a non-campus number using the prefix 319. These five-digit numbers can only be dialed from another UCLA campus station.

Dialing non-UCLA campus numbers requires you to dial **8** first. The allowable calling area is based on the telephone line's class of service.

UCLA Campus Calls

Access pocket telephone line

Dial five-digit campus number

Local Direct Dial Calls (within 310 area code)

Access pocket telephone line

Dial **8** + seven-digit number

Toll and Long Distance Direct Dial Calls

Access pocket telephone line

Dial **8** + **1** + area code + seven-digit number

Credit Card Calls

Access pocket telephone line

Dial **8** + **0** + **0** + area code + seven-digit number

Enter credit card number at tone

Collect Calls

Access pocket telephone line

Dial **8** + **0** + **0** + area code + seven-digit number

Wait for telephone operator to answer, then provide necessary billing information

Person-to-Person Calls

Access pocket telephone line

Dial **8** + **0** + area code + seven-digit number

Wait for telephone operator to answer, then provide necessary billing information

International Direct Dial Calls

Access pocket telephone line

Dial **8** + **0 1 1** + country code (+ city code if necessary) + number

International Collect and Credit Card Calls

Access pocket telephone line

Dial **8** + **0** + **0** + **0 1** + country code (+ city code if necessary) + number

Wait for telephone operator to answer, then provide necessary billing information

International Person To Person Calls

Access pocket telephone line

Dial **8** + **0 1** + country code (+ city code if necessary) + number

Wait for telephone operator to answer, then provide necessary billing information

Operator Assistance

UCLA Campus Information Operator

Access pocket telephone line

Dial **33**

UCLA Medical Center Page Operator

Access pocket telephone line

Dial **56301**

Local Operator (GTE)

Access pocket telephone line

Dial **234**

Long Distance Operator

Access pocket telephone line

Dial **230**

Meet-Me Conference Service

Access pocket telephone line

Dial **53333** to obtain a Meet-Me Conference reservation and telephone number

Follow Meet-Me Conference representative's instructions

Emergency Services

UCLA Campus Emergency - UCPD

Access pocket telephone line

Dial **911**

Provide your name, location, and telephone number to dispatcher

Do not hang up until instructed to do so

UCLA Emergency Information Hotline

800-900-UCLA

UCLA Emergency Radio

AM 810

Authorization Codes

A CTS Authorization Code allows CTS telephone users to place non-campus calls from any campus telephone, regardless of the assigned class of Service. Calling charges are billed to the authorization code account holder's telephone number.

Access pocket telephone line

Dial access code **765**; you will hear special dial tone

Dial your ten-digit authorization code (provided on the Authorization Code card); you will hear dial tone.

Dial **8** + number (following dialing instructions)

Caller ID

Outbound Calling Party Number Identification, commonly referred to as Caller ID, is a calling service that sends the digits of a caller's telephone number to the recipient. The recipient is able to view the caller's telephone number when his or telephone is equipped with a telephone display or display unit. Caller ID blocking does not apply to toll-free numbers or to emergency 911 calls.

There are three types of UCLA Outbound Caller ID service:
Standard Block - displays UCLA's main telephone number (310-825-4321) to non-campus recipients
Line Unblock – displays the caller's individual telephone number to non-campus recipients
Complete Block – prevents any information from being displayed

Business and residential telephone numbers can automatically reject incoming calls that have blocked the receipt of Caller ID. If Complete Block Caller ID applies to your telephone line,

and you are calling a number that rejects blocked incoming calls, you must unblock Caller ID using the feature code ✶**82**. If Standard Block or Line Unblock applies to your telephone, you do not have to unblock Caller ID. However, you can block Caller ID using the feature code ✶**67**.

For more information on Caller ID and other services, call CTS Customer Service at **53775**.

Block Caller ID

Access pocket telephone line

Press ✶**67** to block Caller ID for duration of call

Dial **8** + the number (following dialing instructions)

Unblock Caller ID

Access pocket telephone line

Press ✶82 to unblock Caller ID for duration of call

Dial **8** + the number (following dialing instructions)

Description

CTS telephone features assigned to the pocket telephone are activated using the Function (**FNC**) key. A standard set of features is assigned to every pocket telephone.

For information on available features, compatibility, and prices, please call CTS Customer Service at **53775**.

Call Forward

Allows you to forward all incoming calls to another telephone number. When Call Forward is activated, you can still place outgoing calls from your pocket telephone.

Activate Call Forward

Single Line or Private Line Service

Press **START** key while telephone is idle; you hear dial tone

Press **FCN** + **4**; you hear special dial tone

Enter number to which calls will be forwarded (include **8** if forwarding to a non-campus number); you hear confirmation tone

Press **END** key to hang up

Multi-Line Service

Press **START** key while telephone is idle; you hear dial tone

Press **LINE** key + line number (i.e. **LINE** + **2**) for the number you wish to forward

Press **FCN** + **4**; you hear special dial tone

Enter number to which calls will be forwarded (include **8** if forwarding to a non-campus number); you hear confirmation tone

Press **END** key to hang up

Deactivate Call Forward

Single Line or Private Line Service

Press **START** key while telephone is idle; you hear dial tone

Press **FCN** + **5**; you hear confirmation tone

Press **END** key to hang up

Multi-Line Service

Press **START** key while telephone is idle; you hear dial tone

Press **LINE** key + line number (i.e. **LINE** + **2**) for the number you wish to deactivate call forward

Press **FCN** + **5**; you hear confirmation tone

Press **END** key to hang up

Call Transfer

Allows you to transfer calls from your pocket telephone to on- or off-campus numbers. Off-campus callers cannot be transferred to off-campus numbers. When transferring a call to an off-campus number, toll charges will be billed to the originating telephone number (transferring telephone).

Transfer Call

Advise caller that you are going to transfer his or her call

Press **FCN** + **2**; caller is placed on hold; you hear special dial tone

Dial number (include **8** if transferring to a non-campus number); display indicates number dialed

Wait for second party to answer, then announce caller

Press **END** to complete transfer

Cancel Transfer

Single-Line Service

At busy signal or when there is no answer

Press **START** twice to cancel transfer

Original call is retrieved

Multi-Line or Private Line Service

At busy signal or when there is no answer,

press **FCN** + **2** twice to cancel transfer

Original call is retrieved

Three-Way Conference

Allows you to establish a three-way conference call with campus or non-campus parties. The destination to which you may place the three-way conference call is based on your telephone line's class of service. Subsequent toll charges will be billed to the originating telephone number. For conference calls that exceed three parties, please call UCLA Traffic Operations at **53333** for a Meet-Me Conference.

Place Three-Way Conference Call

Single Line, Multi-Line or Private Line Service

Place or receive initial call

Press **FCN** + **3** (caller is placed on hold); you hear special dial tone

Dial third party's number (include **8** if a non-campus number)

Wait for third party to answer, then announce conference call

Press **FCN** + **3** again to establish three-way conference

Cancel Three-Way Conference Call

Single Line Service

Press START twice; original call is retrieved

Multi-Line or Private Line Service

Press **FCN** + **3** twice; original call is retrieved

Last Number Redial

Allows you to redial the last number called from your Pocket Telephone.

Single Line, Multi-Line or Private Line Service

Press **START** key; you hear dial tone

Press **FCN** + **6** to redial last number called

Removing Battery

Turn pocket telephone off

Press button located above battery on back of telephone

Slide battery away from pocket telephone until it separates from handset

Charging Battery

One to two hours are required to fully drain battery before recharging. Charger light will flash yellow while battery is draining.

Plug charger into electrical outlet; charger light will be solid red

Gently slide battery into charger

Press charger **Mode** button to fully drain battery before recharging; charger light will flash yellow while battery is draining

Charger will automatically begin to charge once battery is drained; charger light will be solid green

When battery is fully charged, charger light will flash green

Replacing Battery

Hold telephone face down

Align battery with arrows on inside back panel of telephone

Gently press battery down and slide it forward until it clicks into place.

Do not force battery

You can use the Pocket Telephone only with your facility's telephone system. It is not a public cellular telephone.

Standard acceptance procedures should be followed prior to operating this equipment in proximity of life-support systems.

Pacemaker users SHOULD NOT carry the PT next to the pacemaker.

Operation of the PT may produce an audible noise noticeable to hearing aid users.

It is recommended that a SpectraLink headset be used by hearing aid users.

Keep the Pocket Telephone away from your ear when it is ringing.

The microphone is in the lower-right corner of the Pocket Telephone. There is no need to speak directly into the microphone, but do not cover it with your hand.

The battery must be charged before you use the Pocket Telephone.

If the battery is low, you will hear a beep, and BATT will appear in display.

Improper disposal of batteries can damage the environment. Dispose of batteries properly.

To protect the Pocket Telephone, use a carrying case.

The Pocket Telephone is not water-resistant.

Turn off the PT and unplug the charger before you clean them.
Do not use any chemical cleaners.

Clean the exterior, including the charging contacts, with a cloth that has been slightly moistened with water.

Do not exert undue pressure on the charger electrical contacts while wiping.

Single Line Service

Call Forward Activate	**FCN** + **4**
Call Forward Deactivate	**FCN** + **5**
Call Transfer	**FCN** + **2**
To Cancel	**Start** key twice
3-Way Conference Call	**FCN** + **3**
To Cancel	**Start** key twice
Last Number Redial	**FCN** + **6**

Multi-Line or Private Line Service

Call Forward Activate	**FCN** + **4**
Call Forward Deactivate	**FCN** + **5**
Call Transfer	**FCN** + **2**
To Cancel	**FCN** + **2** twice
3-Way Conference Call	**FCN** + **3**
To Cancel	**FCN** + **3** twice
Last Number Redial	**FCN** + **6**